



TRICARE for Active Duty

Tidewater Military Health System Fiscal Year 2016



TRICARE for Active Duty Service Members (ADSMs) and Family Members (ADFMs) in Tidewater, Virginia

- * TRICARE is the health care program for service members and their families worldwide, including more than 400,000 people in Southeast Virginia. Several military hospitals and clinics located throughout Tidewater provide access to medical and dental coverage under a wide range of programs and options. TRICARE is also supported in Tidewater by an extensive network of civilian medical providers and facilities.
- * TRICARE Prime enrollment is a requirement for all ADSMs, and a new enrollment must be completed at each change in status or duty station. Failure to enroll, or an incorrect enrollment, could result in appointment delays and specialty referral issues. Primary care manager (PCM) assignment for ADSMs is to the medical department or military treatment facility (MTF) designated for their duty station.
- * Family members have a choice of enrolling in Prime, or using TRICARE Standard and Extra.
- * To make sure health care coverage for you and your family is in place when checking into a new duty station, do the following:
 - * Update DEERS (Defense Enrollment Eligibility Reporting System) with your new duty station, home address, telephone numbers and email addresses. Call 1-800-538-9552, visit an ID card office, or go to www.tricare.mil/DEERS. To find an ID card office near you, go to: www.dmdc.osd.mil/rsi. To schedule an appointment at an ID card office, go to: <https://rapids-appointments.dmdc.osd.mil>.
 - * Update your Prime enrollment to the MTF or medical department for your duty station. This can be done by calling Health Net (HNFS) at 1-877-874-2273, or by visiting a Health Benefit Advisor office at the MTF closest to your duty station.
 - * To update enrollment for family members already in Prime, or to request a new enrollment, contact HNFS at 1-877-874-2273, or go online through the "I want to..." section of www.tricare.mil. (Please note: for family member enrollment, MTF PCMs with space available and within a 30-minute drive time from your home address will take priority over assignment to a civilian PCM).
 - * Family members not enrolled in Prime can find civilian doctors who accept Extra (network) or Standard (non-network) by calling HNFS, or searching the online provider directory at www.hnfs.com.

See over for an overview of TRICARE choices for ADFMs, and points-of-contact for information and assistance.

Tidewater Military Treatment Facilities

Naval Medical Center Portsmouth (NMCP)

- Branch Health Clinic (BHC), Dam Neck (1)
- BHC, JEB Little Creek (Boone Clinic) (2)
- BHC, Naval Air Station Oceana (3)
- BHC, Naval Weapons Station Yorktown (4)
- BHC, Norfolk Naval Shipyard (5)
- BHC, Norfolk Naval Station (Sewell's Point) (6)
- BHC, Northwest Annex (7)
- TRICARE Prime Clinic (TPC) Chesapeake (8)
- TPC Virginia Beach (9)

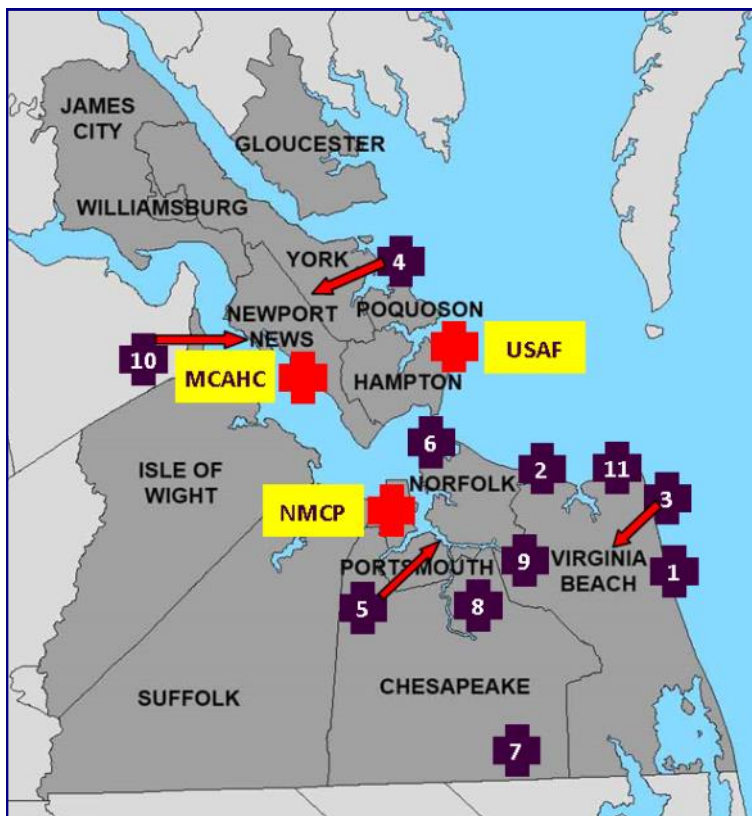
McDonald Army Health Center (MCAHC)

- Troop Medical Clinics 1 and 2 (10)
- JEB Fort Story Health Clinic (11)

USAF Hospital Langley (USAF)

USCG Clinics

Portsmouth, Yorktown, and Elizabeth City



McDonald Army Health Center
Joint Base Langley-Eustis
Information: (757) 314-7500

Naval Medical Center Portsmouth
Naval Support Activity
Information: (757) 953-5000

USAF Hospital Langley
Joint Base Langley-Eustis
Information: (757) 225-7630



TRICARE Choices for Active Duty Family Members in Tidewater

	Prime	Extra	Standard
Program Type	Managed Care/HMO	Preferred Provider	Fee-for-Service
Provider Type	MTF or Civilian Network	Civilian Network	Civilian Non-Network
Fiscal Year (FY) Outpatient Deductible	None, except for the Point-of-Service (POS) option	Sponsor E-4 and below: \$50/individual; \$100/family Sponsor E-5 and above: \$150/individual; \$300/family	
FY POS Outpatient Deductible	\$300/individual \$600/family	N/A	N/A
POS Cost-Share	50%	N/A	N/A
Civilian Office Visit, Emergency Services, Ambulance, or Outpatient Behavioral Health Visit Cost-Share	None	15% of the TRICARE Maximum Allowable Charge (TMAC)	20% (plus up to 15% additional balance-billing possible from non-participating providers)
Civilian Hospitalization or Skilled Nursing Facility Cost-Share	None	\$18/day (\$25 minimum charge)	
Civilian Claims	Provider files		Provider may file
Referrals and Authorizations	Required for most specialty care	Prior authorization required for certain services	
Routine Eye Exam	1 per year (age 3 and older)		
FY Family Catastrophic Cap	\$1,000 (for TRICARE-covered out-of-pocket expenses)		



TRICARE Information and Assistance

- * Hampton Roads Appointment Center (Prime appointments at Tidewater MTFs) - 1-866-645-4584
- * Medicare and Social Security: 1-800-772-1213; www.medicare.gov or www.ssa.gov
- * TRICARE - for complete TRICARE program and benefit information, visit: www.tricare.mil
- * TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)
- * TRICARE North Region - www.tricare.mil/tronorth
 - * Health Net Federal Services - 1-877-874-2273; www.hnfs.com
- * TRICARE South Region - www.tricare.mil/trosouth
 - * Humana Military - 1-800-444-5445; www.humana-military.com
- * TRICARE West Region - www.tricare.mil/trowest
 - * United Healthcare Military and Veterans - 1-877-988-9378; www.uhcmilitarywest.com
- * TRICARE Overseas - International SOS; 1-888-777-8343

TRICARE Pharmacy Program Information and Assistance

- * Accredo (nationwide specialty medication mail order pharmacy) - 1-800-803-2523
- * Express Scripts - Retail Network and Home Delivery
 - * 1-877-363-1303; TDD/TTY 1-877-540-6261; www.express-scripts.com/TRICARE
 - * Specialty medication home delivery - 1-888-455-4342
- * MCAHC Main Pharmacy - 314-7900 (Option 3); Refills - 314-7965; Toll Free 1-866-878-9321
- * NMCP Main Pharmacy - 953-0258; Refills - 953-6337; Toll Free 1-866-285-1008
- * NMCP Pharmacy Formulary - www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy
- * TRICARE Pharmacy Formulary - www.express-scripts.com/static/formularysearch/
- * TRICARE Pharmacy Program - www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram
- * USAF Hospital Langley Main Pharmacy - 764-6497; Refills - 764-3784/6419

Tidewater Health Benefit Advisors

Naval Medical Center Portsmouth
(757) 953-2610/2611

Branch Health Clinic (BHC) Dam Neck
953-9322

BHC Norfolk (Sewell's Point)
953-8708

BHC Little Creek (Boone)
953-8182

BHC NAS Oceana
953-3933 (option 7)

BHC NWS Yorktown
953-8441

TRICARE Prime Clinic (TPC) Chesapeake
953-6382

TPC Virginia Beach
953-6710/6711

McDonald Army Health Center
(757) 314-7748/7766/7777

USAF Hospital Langley
225-5111

USCG Training Center Yorktown
(757) 856-2230/2345